

2023 CDC-INFO Pilot Live Chat Survey

We want to hear from you! Please tell us about your experience with the CDC-INFO Live Chat service.

1. How satisfied were you with your experience with CDC-INFO's chat service?

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

2. Please provide any additional feedback. (open text field and optional)

3. How easy was it to use the CDC-INFO chat service?

- Very easy
- Somewhat easy
- Neutral
- Somewhat difficult
- Very difficult

4. How likely are you to use CDC-INFO's chat service again?

- Very Likely
- Likely
- Neither likely nor unlikely
- Not Likely
- Not Likely at all

5. This interaction increased my trust in CDC to provide accurate health information.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

6. The chat agent I interacted with today was professional

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree